you provide a 1MB to your customer, you have to go through a process to make sure there's a loop installed and you have to go through a process to make sure there's a telephone number and the translation is in the switch.

I want to make sure we get enough description so that we see how those separate processes take place and how is the information sent back to you as to how the loop gets installed and how it's tested, et cetera, for that provisioning process.

MS. HOWARD: Okay. I misunderstood you.

Thank you, Michael.

MS. JONES: Eric?

MR. ARTMAN: We of course are also interested in the OSS support system, how it will be implemented for when we order those individual ports on a going forward basis.

If that can't be included in the first filing, we would hope that there will be at least a time indication of whether that information will be provided in this workshop series.

MS. JONES: I guess we'll hear when Pacific Bell makes its report at the end of the workshop.

Any other questions?

(No response)

MS. JONES: Shall we move on to GTE, then?

MR. KELLY: Richard Kelly with GTE.

Our system is, once again, very similar.

Once the service order is entered into our sources, our involvement is the SOLAR system.

The provisioning, if it's a central office only order, is automated. Our MARK service order entry system updates the switch.

If a jumper is required in the central office, the system also downloads into an automated system, or automated work allocation system, or something similar to it, to provide a jumper list to our central office technician.

The technician, when he completes that jumper at the end of a particular time period, our SODA system handles it, and I don't know what that stands for.

MS. JONES: Richard, slow down just a little bit.

MR. KELLY: Our SODA system then would go in and periodically check the switch to see if it was updated and that, along with our SAVS system, would verify the switch, if the switch was provisioned according to the service order, and generate a report.

If it was not so, we have two separate systems that test for the continuity of the line and also tests that the switch was installed and provisioned exactly as ordered, and returned to our facilities folks to determine whether manual effort needs to be taken.

For an outside order, once our service order systems have completed and then sent to the provisioning, if a technician needs to be dispatched externally, that order is automatically sent from our

service order systems to our AWAS, which is automated work allocated system.

The technician is dispatched electronically.

When the technician completes his or her work in the field and updates that into the system, that system flows automatically, realtime, back up into our service ordering system and completes that order, or shows that order as complete.

Also, our systems, the SODA and SAVS system, would also be checking that order.

When all of the systems have made their final run, then the order is complete in our system.

That would be for a POTS type service, dialtone-type service.

For a design type service, the order once again begins in our service order system and for a designed service it would go to our special services control center, and they use a system called ACES, or CNAS.

I couldn't tell you what that is right off the top of my head. That is their design system.

They would develop the design and return that design to the CLEC.

If the CLEC provides a feed for us, that's basically a telemail type feed, a flat file type feed, and that design, that order is also dispatched to the outside technician via the same AWAS system, and when that -- the technician completes that order via AWAS it

is unloaded back in, into the SSCC, who then sends the completion also through all of our ordering systems.

That is pretty much it in a nutshell.

Questions?

Yes?

MR. HURST: We have all the same questions that we had of Pacific Bell, plus, both you and Pacific Bell, we would like to know the capacity of each those systems in Pacific Bell's system, and in your case the ones you just mentioned plus the block diagram, the standard questions that we've asking; the block diagram database metrics of expectations for responses from the databases, et cetera. ]

MR. KELLY: There is a -- I'm sorry.

Go ahead.

There is an item that I did fail to mention during our provisioning and/or our installation procedure: If anything comes up that might jeopardize the completion of that report on time, our technicians and/or our facilities people will be notifying our national center who will in turn send to the CLC via either NDM, facsimile, or whatever process we're using between the two companies, notifying them of a potential jeopardy condition and when that would be corrected.

So at any point in our process, if a service order is in jeopardy, the CLC is notified immediately.

MR. BILLINGS: Mike Billings, GTE.

I keep hearing this question of capacity come

up.

I don't really understand why the ALECs need, you know, any information on capacity. Yes, this is very important to the telephone companies.

We have got to be concerned about capacity -- what we can provide, what we will provide.

Obviously, if we run out of capacity, we have a problem.

We're not going to let it run out of capacity.

One of the problems that we've had is getting reliable forecast information from carriers so that we could size up our systems, our centers, know how many people we're going to need.

I keep hearing the capacity question. I just don't see how it's pertinent here.

It is pertinent to us; it is something we've got to rely on; and I think we need more information from the carriers so that we don't run out of capacity.

MR. HURST: Well, I mean I think the issue is really simple. The Act says that you're to provide these systems to us in the same quality and manner that you provide them to yourselves.

So the issue us here is what is the capacity of the systems you use for yourself, which is what I've been asking.

And, obviously, the use of that information is to bang it against the systems you're going to provide

to us and see if they're of the same quality and capabilities.

So -- I mean I think that -- but we need to get a record about what the capacity is before we know whether or not what we're getting is equal to what you're getting.

MR. BILLINGS: And, here again, I come back and say, I don't think we know that.

I mean we know that information, and we can try to determine that much, but it's not important.

MR. HURST: You know that information --

MR. BILLINGS: We're going to have the capacity there to provide the service you need.

MR. HURST: We're just asking you for the capacity of the systems you have in place for yourself.

We're not asking you any guessing games about what capacity you're going to need for us. Just saying what do you have for yourself?

How many queries will it take on an hourly or daily basis?

How many phone numbers can you assign in a day?

I mean for each of these databases and for each of these processes there are criteria you have about what its performance ought to meet, and those capacities are an important component in your being able to commit to the customer to get service within a certain time frame; and so we're trying to establish

what these are as a benchmark, because that's the benchmark the law says applies to us.

MR. BILLINGS: And I don't disagree with what you're saying. Yes, that's very important. And we want to be able to provide the service that you're ordering.

But we have got to know what you're expecting of us so that we can plan accordingly to schedule the capacity in our systems, in our capabilities to provide you service.

This has not been received, and we've asked for this information from day one.

And it's hard to plan the capacity when we don't know what the forecast of the incoming order and expectation from the carriers is coming.

MR. HURST: I'm not asking you for the capacities of what you can use to serve us. I am not asking for that.

All right. I'm asking for the capacity you use to serve yourselves.

A VOICE: It's the same.

MR. KOLTO-WININGER: Then why is it relevant?

MS. JONES: Well, I guess today all we want to know is do you understand what's being asked for?

MR. BILLINGS: Yes, I think we understand what is being asked for.

MS. JONES: I really don't want to get in -- I've been down this road once recently, and I don't want to do it again.

So as long as you understand what's asked for.

You know, if you have a problem with that, then can you deal with that --

MR. BILLINGS: We'll respond.

MS. JONES: -- then bring it up with the ALJ.

Other questions?

(No response)

MS. JONES: Going, going, gone?

And if you think you're going to get out of the room before we go on to maintenance, uh-uh.

MS. HOWARD: Sam, please.

MR. TENERELLI: Maintenance. Sam Tenerelli, Pacific Bell.

Okay. First of all, Systems to Accept and Resolve Trouble Reports:

Today we have three systems that we're offering to the CLCs:

The first system is a dial-up, a Pacific Bell Service Manager;

The second system is electronic bonding interface, which is an app to app that we work out specifications with the CLCs so that our applications meet their applications; and

The third is an 800 number that's in the ISC which is located in Pasadena.

First of all, Service Manager basically has about -- has four main functions that we provide today,

one of which is a test, a MLT test, that's a Mechanized Loop Test, and that's a POTS-type service.

It will give a commitment time; it will give status of the trouble report throughout the trouble report by accessing through Service Manager into our actual trouble reporting system, which is LMOS, and then it will give history, which is the closeout information on the trouble report.

The electronic bonding, the initial requir- -- or initial offering is identical to Service Manager other than it's app to app.

We do work in other requirements that CLC may want, and that's as we -- our technicians meet with your technical systems people.

The last is the 800 number in the Pacific Bell ISC, and basically that's a maintenance administrator that will -- whatever request you need, that person will be able to do it on-line.

So you have those three options.

The Automating Testing System, employees can access.

Service Manager has a test initially, it's similar to the same test we're doing at our CSBs. It's a user-friendly type test. It has English and it also has specifications on the test.

EB will also be equipped with that once we work out specifications with the CLCs.

And then the 800 number, you get the test on

a verbal, from a person.

Okay. And then the third one we just talked about, basically what you get on the test.

Processes and Systems that Initiate a Technician Response to Trouble:

The LMOS system is the Loop Management Operating System, and that's similar to our provisioning system but it's for maintenance and inventories -- the ticket, keeps track of the results, and dispatches the ticket to the appropriate organizations.

And the technician has a hand-held computer which is TAN, Technician Access Network, it's mechanized out to the tech, it's based on the offering in that particular region, it's weighted by class of service, and it's dispatched out to the appropriate tech, and the tech also closes back through that same system into our -- back into our maintenance system.

And that kind of answers the fourth one also.

So that's Maintenance.

Questions?

MS. JONES: Michael?

MR. HURST: Okay.

We'd like a description of how you place orders into the system and keep -- and how they flow through the system.

In other words, is there a first come, first served process in your system, and tickets come up for treatment on that basis; or is there a priority setting

process in your system; and what is it, if there is; and how do you get into the different priorities and what are they.

And so you can tell where we're going with that.

MR. TENERELLI: Yeah.

MR. HURST: Yeah. The -- there's also what I -- what's not mentioned here is the regularly scheduled maintenance for loops and for switches and stuff.

So that doesn't seem to be mentioned here. So if there is --

MR. TENERELLI: Yeah.

MR. HURST: If there is, for example, automated testing system for interoffice facilities, if there is a periodic automatic testing of loop facilities, if there is routine maintenance that's done on switches, we'd like a description of those processes.

There's no description here of emergency disaster recovery procedures.

So there's -- you know, when you have a centralized command post that comes into play when there's an emergency of some significance or how -- how that -- how that's addressed and what priority you place on bringing service back up -- who do you bring it up to first, you know, is it hospitals first and police second, or the other way around, that kind of stuff.

MR. TENERELLI: Okay.

MR. HURST: And if you have any distinguishing

priorities for customers if you -- if you prioritize customers in a way, we'd like to know how you do that for these -- for your own emergency disaster recovery stuff.

Now, for the standard, regular, everyday trouble request from a customer, I think I heard a fairly mechanized system being described there where there's automatic testing.

What we'd like to know is what are the components of that automatic testing?

For example, if you're testing a loop, how do you get access to the loop to do the testing?

Is it through the switch, or is it through a shoe on mainframe?

And so I know this doesn't -- if you have a loop that's not directly connected to a switch, how do you do testing on it?

That's all I have now until I look through my notes a little more.

MS. JONES: Carol?

MS. BUSSING: Sam, on your EB solution, your app to app, which is obviously the way we want to go -- right? -- with the CLCs, are you currently testing that with someone so that we can see volume and measures and what documentation you have so far on that solution and what protocol there is that you've got working?

MR. TENERELLI: Well, we have it on the wholesale side today on PICs; but on the CLC side, right now the

only ones that we are negotiating with is AT&T. They're the first ones that have come to us with their specs, and we are right now in the process of designing the app to app, and it will be the first one for CLCs.

MS. BUSSING: So it's not really available yet; right?

MR. TENERELLI: It's not available on the CLC side yet until --- because we need somebody else to -- you know, we can't just -- by ourselves. We need somebody else to hook up to us.

So AT&T is who we're working with there.

MS. BUSSING: The question was, I just wondered if -- how far along you were, if you had any measurements on the response time, and another activity -- it's the same as the pre-order activity, so you want the capabilities to be able to handle real-time activities with the customer on-line and the trouble and maintenance as much as you do on the pre-order side.

So I am just curious as to what --

MS. JONES: Michael?

MR. HURST: One last thing.

I think if there is a mechanized tracking system that spits out reports of time from trouble report to repair within your system, we'd like to have a description of that and who that goes to and the form it comes out in.

MR. TENERELLI: All right.

MS. JONES: Eric?

MR. ARTMAN: In line with my prior question on completion notification, we'd like to see a good deal of detail about how the notification of a complete repair is actually triggered and what has to happen before that's generated and spit out and the process by which that's returned to the CLC.

MR. TENERELLI: By all three avenues or --

MR. ARTMAN: I'm sorry?

MR. TENERELLI: By all three avenues that we're using?

MR. ARTMAN: Well, to the extent that that notification would travel back over any of the three avenues the same as other information would --

MR. TENERELLI: Okay.

MR. ARTMAN: -- that's not critical.

What I'm more interested in is from the time the repair person in the field fixes the cable break or whatever, what has to go back before that completion notification is issued into one of those three systems.

Does he have to make a paper checkoff?

Does he have to make a phone call to a person who enters it into a terminal? That type of thing.

MS. JONES: Other questions?

MR. HURST: Well, I have the same standard request for a block diagram, databases' capacities, other metrics of those.

MS. JONES: All right. Shall we move on to GTE then?

MS. HOWARD: Thank you.

MR. KELLY: Once again Richard Kelly with GTE.

Our Secure Interface Gateway System will be the system that the CLCs will use to input a trouble ticket to GTE, and the Security Interface Gateway System will provide a screen that information will be placed into.

When that information is sent to GTE, it will be entered directly, automatically, into our Trouble Administration System, our TAS system.

Our TAS system will then automatically generate a test, and, based upon the results of that test, will automatically send it to our dispatching system, our AWAS system or Automated Work Administration System.

Now, based upon the test, this ticket can go several different ways:

One to our on-line customer care center, which may be able to fix the trouble on-line without it being dispatched to the field; in that case, as it is closed immediately, then our Secure Interface Gateway System will respond back with a closure to the CLC.

If the trouble ticket is dispatched to the field, the -- our AWAS system, the technician, when they have completed the order, completed the repair order, will close it, automatically in AWAS; upon closure in AWAS, the situation system is automatically updated and automatically a closure is sent to the CLC.

So it's within minutes upon closure. The technician just closes the ticket in the AWAS system for upload.

Also there is the capability for the CLC to make a telephone call into our Customer Care Center, our single point of contacts, for POTS services, and regional centers for any special services.

If a telephone call is made to initiate a trouble report, when the technician in the field closes that trouble report, the technician will call back to the CLC after a designated 800 CBR number.

Since there wasn't -- since it wasn't a system input, we won't provide system response.

So, in other words, we will respond the same way the ticket was generated.

So the CLC has two options to input a trouble ticket.

That's pretty much it.

That's fairly straightforward. Yeah.

MS. BUSSING: Just a real quick question.

Carol Bussing from Sprint.

Can you view the status of the trouble tickets as it's being worked in the _?_ environment --

THE REPORTER: I'm sorry. Worked in the "what" environment?

MS. BUSSING: -- worked in the GTE environment so that we can see the status of the tickets to keep statusing our customers on-line as it's being worked, on

the status updates and things.

And then Richard replied Yes.

MR. KELLY: I haven't replied to it, but that is my answer, yes.

(Laughter)

MR. KELLY: I was waiting until you get all the way through.

Yes, you can view it, you can dial into the SIGS system or have access to it and see status on-line, yes.

MS. BUSSING: Thank you.

MS. JONES: Michael?

MR. HURST: So I have all the same questions I have to Pac Bell about first in, first out, emergency, routine maintenance, all those things, and then the normal -- the one I'm sure you'll do the best job on is the block diagram on the databases and capacities.

MR. KELLY: (Indicating)

MS. JONES: Additional questions?

(No response)

MS. JONES: Did we miss any systems?

Michael?

MR. HURST: The only system that we haven't talked about explicitly is the interface, the old -- the Operating Support Systems interface.

There's been some questions about it, but what we would like to get specifically on that is time frames for when the components of the interface -- and there's

been some descriptions of those by -- in every presentation there's some description of the interface with the CLCs, but we'd like to get time frames for when those are going to be available, time frames when they're going to be up to their projected -- their design capacity, what they're being designed for, whatever that is.

And if there are areas where they cannot predict that because there is the need for further exchange of information between the CLCs and the ILEC, we'd like to get a description of what information they're waiting for that they need to move forward on the design of the interface.

MS. JONES: Is that question clear to both Pacific and GTEC?

(No response)

MS. JONES: Eric?

MR. ARTMAN: I have a question; I wasn't sure where it fit in. Perhaps it should have gone in Preordering.

But to the extent the information is available on-line or in some other format that would qualify as a database under our discussions here to customer service representatives regarding directory listing rules -- things like formatting, arrangement of entries, those kinds of things -- and geographic coverage of directories, we would like to see that information made available as well or addressed in the responsive filings.

MS. JONES: Michael?

MR. HURST: Just one little note.

The block diagrams that GTE provided were better than the block diagrams that Pacific provide except that they were so small I couldn't read them.

So if you could make your block diagrams bigger, that would be very helpful.

MS. JONES: Any other leftover questions, comments?

MR. Rasmussen: Can I ask a clarifying question on the capacity issue?

MS. JONES: Sure.

MR. RASMUSSEN: I just want to make sure we've got that done. I know you got tired of hearing it before, but I think maybe I can clarify it so we know exactly what we're doing.

If we have a particular system that processes, say, 200,000 orders a day, and you anticipate, say, putting another 30,000 orders a day through that system -- maybe 10,000 of those will replace orders that we're currently processing, so now we're going to move from, say, 200,000 a day to 220,000 a day, are you concerned -- I mean your primary concern is making sure that that system performance doesn't degrade; and if and if we do it in three minutes today with our orders, you want to make sure that your orders are processed in three minutes; is that correct?

MR. HURST: Yeah, I think that's the nail on the

head right there, is that if you have a system that the capacity is such that a service rep can make a commitment to a customer on-line for a service date and a completion date and an appointment for when a technician is going to come out, a phone number, et cetera -- whatever you can make that commitment on -- that, in order for the service rep as to do that, the database and information needs to be available to them in a certain either real-time or some kind of timely fashion or the feedback to them in Pacific's case about the availability of facilities needs to be done in such a way that those commitments can be met.

And so what we're trying to get to is how have you designed your system so that those basic commitments to the customer can be met in those time frames?

And that's -- and the capacity issue is going to that overall objective.

And you're exactly correct. What we want to be able to say is they have designed a system that allows them to make a commitment to a typical customer calling in for service that in five days the service is going to be up; and we want to be able to get the same kind of responsiveness from your system so that we can make the same commitment, assuming we're equally efficient in the retail operation.

MR. RASMUSSEN: All right. Because you're interested, say, in what kind of capacity we were using, but the real issue here is what are the overall in-game

capacities of everybody on the system.

So today if my capacity is 200,000 and I'm using 180,000 a day, and I've got 20 spare, we're fine.

But if the cumulative competitors put another 70,000 orders in, we're not fine.

And that's where we've got -- I mean so you can see my point. It's hard for us to know --

MR. HURST: Yes.

MR. RASMUSSEN: -- without some forecasts --

MR. HURST: Right.

MR. RASMUSSEN: -- how to design the system. So --

MR. HURST: Well, now --

MR. RASMUSSEN: -- and how big to design the system and when to invest the money and all that.

MR. HURST: There's two ways of getting to the problem, and I understand the predicament you're in, and that to the extent we're going to be driving the usage on the same systems you are, we're going to be contributing to the capacity requirements of that system, and so the question is what question are you answering?

And I think in some ways it would be easier to answer the question you guys really object to answering even more strongly, and that is what are the criteria you use, you know, for the service rep in meeting a customer request?

For maintenance or for preordering or for ordering, what is the time frame that they need to

respond in, and what do they need to respond with?

Now, that's another way of getting at this same thing is to set -- that's the standard and say: All right. You've got to have systems that are capable of letting us do the same thing.

So I'm a little bit indifferent between which way we go at doing this.

But if you don't want to tell me what you -- what metrics you use to judge the responsiveness of your system to customers, if you don't want to tell me that, then you need to tell me what -- how the system is designed, and what capacity it's capable of producing in what time kind of time frame.

MR. RASMUSSEN: All right. That helps.

MS. JONES: Mr. Langley?

MR. LANGLEY: Yeah, I have a question.

Have any of the CLCs looked at their processes in terms of delivering local service requests to the ILECs and established objectives for error rates; and what are your plans for getting those error rates down to an acceptable level?

And secondly, I guess, it would be interesting if you could tell us what the capacity of your centers are to generate LSRs to the ILECs.

MS. JONES: Eric?

MR. ARTMAN: I'll respond in part.

Yes, we have looked at some of those factors, and, in fact, my request for on-line availability of

directory rules is something that directly comes out of that. Because we've decided that there's a concern about the number of projections because there aren't matching -- proper matching with whatever directory rules may be in place, and we think that that's a set of strictures that we need to know more about.

In terms of actual capacity for providing orders, I don't know. I can check.

One thing I know is that the number that I would have given you last month is going to be lower than the number that I could give you this month, which will be way lower than the number I could give you next month, because we're trying to build that process all the time and expand it.

So I don't know that that would be good for even intermediate-term planning, but I'll see what I can find out.

MR. LANGLEY: I do think it would be valuable for both Pac Bell and GTE to get this information from each of the CLCs that are interested in interfacing with us so that we also have some feedback that we can use to plan.

MS. JONES: But I think that would be something that would be done off-line, not part of this workshop.

MR. LANGLEY: I guess I differ, that in exchanging information on capacities and processes, we need to have that same opportunity to get feedback on those issues.

MS. JONES: You can present that in your comments.

Other questions?

MR. HARRIS: Glenn Harris from Brooks Fiber.

MS. JONES: Glenn?

MR. HARRIS: With regard to automating our systems to eliminate the need for human input, at the complaint workshop it was mentioned by -- I think his name is John Shankey of Pacific Bell, that beginning in June these automated systems could be available for noncomplex services, and I want to find out what the exact definition of noncomplex is, and what services are excluded from that and what systems we would need to then develop for those more complex services.

MS. JONES: Additional comments? Questions?

MS. JONES: Ellen?

MS. GARRIS: Yeah, for both companies, I'd like to see if we could get a description of how CARE, C-A-R-E, records are being processed.

MS. JONES: Other stray comments, questions?

(No response)

MS. JONES: Well, I guess part of what we were supposed to accomplish was to make sure that Pacific Bell and GTE had a good idea of what was wanted, and so that would -- I'd like to start there and ask that question to see whether, you know, this has been helpful to you in getting a good idea of what is wanted in the filing that you're going to provide next week.

And we'll get to the second part in a minute, Sheila.

MS. HOWARD: All right. I believe that we have understood just about everything that has been requested of us.

So if you don't want to get into the second part about timing and what we can provide by next Thursday and so forth, then we certainly have listened and taken notes and we also will get the transcript so we know what dialogue has taken place today.

MS. JONES: No, we can address that now and then move on to GTEC.

MS. HOWARD: Oh, okay.

MS. JONES: It's certainly not a request that you sit down and elaborate everything you say that you can provide by next Thursday, but since you seem disposed to do so, I think it would be helpful to get that on the record.

MS. HOWARD: Okay.

MS. JONES: So go ahead.

MS. HOWARD: Okay. What we believe that we will try our best to provide by next Thursday is, first of all, on the billing requests, we believe that the questions that were asked on billing -- we should be able to provide those answers, including the block diagrams. So we think the billing will be all right.

As far as the questions on unbundled service, what we will propose is that we will do, as an example, since this Thursday is coming quite soon, we will do -- for an unbundle service we will do a basic link, and we